Exhibit 16.1-5 – Renewal Fees Summary by Resource Uni

	Schedule 4.3 Cross-				Res	source Unit Fee	Baseline	(Resource Unit		Resource Unit	Resource Unit	Resource Unit		Measurement Methodology (Specific measurement on last day of month or	
Resource Unit	Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	(9	90% to 110% band)	Volumes (per Contract Year)	Fee) x (Baseline Volume)	Bundled Resource Unit	Fee (70% to 80% band)	Fee (80% to 90% band)	Fee (110% to 120% band)	Fee (120% to130% band)	cumulative use during month)	Depreciation Time Period (in Years)
Help Desk	Help Desk ServicesSection 2	Month	Fixed monthly fee per unit	None	\$	197,495.62	12	2,369,947	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Program Manager	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	s	204.11	7136	1,456,501	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Project Manager	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$	163.52	13239	2,164,799	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Systems Analyst	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$	127.57	8240	1,051,146	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Senior Applications Developer	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	s	120.61	62619	7,552,360	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Applications Developer	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	s	98.57	73661	7,261,055	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Applications Developer - Adv Technology	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$	132.21	27114	3,584,608	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Web Designer	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$	125.25	8198	1,026,774	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Applications Architect	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$	180.91	7782	1,407,859	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Database Administrator	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	s	154.24	19278	2,973,424	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Standard PC	Desktop Services - Personal Computing ServicesSection 4.4	Standard PC	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software license and maintenance, IMARs, Desktop Applications Directory	s	85.89	98752	8,481,365	B1	\$ 107.91	\$ 97.60	\$ 77.52	\$ 72.98	Specific	4
CWS/CMS PC	Desktop Services - Personal Computing ServicesSection 4.4	CWS/CMS PC	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software license and maintenance, IMARs, Desktop Applications Directory	s	53.01	13607	721,307	B1	\$ 63.64	\$ 58.66	\$ 48.96	\$ 46.77	Specific	N/A
CalWin PC	Desktop Services - Personal Computing ServicesSection 4.4	CalWin PC	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software license and maintenance, IMARs, Desktop Applications Directory	s	53.01	25623	1,358,275	B1	\$ 63.63	\$ 58.65	\$ 48.95	\$ 46.76	Specific	N/A
Laptops	Desktop Services - Personal Computing ServicesSection 4.4	Laptop	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software license and maintenance, IMARs, Desktop Applications Directory	\$	121.80	10087	1,228,618	B1	\$ 152.97	\$ 138.39	\$ 109.95	\$ 103.52	Specific	3
Tablets	Desktop Services - Personal Computing ServicesSection 4.4	Tablet	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software license and maintenance, IMARs, Desktop Applications Directory	\$	131.20	600	78,723	B1	\$ 164.82	\$ 149.08	\$ 118.41	\$ 111.47	Specific	3
Terminals	Desktop Services - Personal Computing ServicesSection 4.4	Terminal	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software license and maintenance, IMARs	s	38.60	3403	131,370	B1	\$ 43.70	\$ 41.30	\$ 36.66	\$ 35.60	Specific	N/A
Video Streaming	Desktop Services - Video Streaming ServicesSection 4.5	Month	Fixed Fee	None (Monthly Rate)	s	15,073.04	12	180,877	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Video Technician Services	Desktop Services - Audio / Video ServicesSection 4.7	Hour	Hourly Labor Rate	None	s	115.50	500	57,750	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Audio Technician Services	Desktop Services - Audio / Video ServicesSection 4.7	Hour	Hourly Labor Rate	None	s	115.50	500	57,750	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services - Data Network ServicesSection 5.4, Data Center Services - Infrastructure Servers Section 6.6, Network Services -		Fixed monthly fee	Hardware lease/depreciation and maintenance, software amortization, network management, network capacity and performance monitoring, site to site connectivity, user to network connectivity, network engineering, Internet access and network refresh and maintenance, protection from unauthorized devices, firewall services, intrusion detection, security monitoring, security architecture, data protection, and prevention of malicious code	,										
End-User Data Jack	Security ServicesSection 5.7 Network Services - Remote Access	Active Data Jack	per unit	from entering the Network, IMARs	\$	89.52	157155	14,068,987	N/A	\$ 98.48	\$ 96.24	\$ 88.63	\$ 87.73	Specific	5
	Services - Section 5.5, Network Services - Security ServicesSection		Fixed monthly fee	Hardware lease/depreciation and maintenance, software amortization, third-party connections, VPN, Remote Access											
Remote Access	5.7	Active Account	per unit	accounts, and dial-up access and maintenance, IMARs	\$	12.32	28872	355,703	N/A	N/A	N/A	N/A	N/A	Specific	N/A
3rd-Party Network Access - Category 1	Network Services - 3rd-Party Network Access ServicesSection 5.9	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third-party connections, IMARs	s	975.57	24	23,414	N/A	N/A	N/A	N/A	N/A	Specific	5
3rd-Party Network Access - Category 2	Network Services - 3rd-Party Network Access ServicesSection 5.9	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third-party connections, IMARs	\$	307.46	144	44,274	N/A	N/A	N/A	N/A	N/A	Specific	5
3rd-Party Network Access - Category 3	Network Services - 3rd-Party Network Access ServicesSection 5.9	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third-party connections, IMARs	\$	374.28	96	35,930	N/A	N/A	N/A	N/A	N/A	Specific	5

Schedule 4.3 Cross- Reference/Service Framework Component ** Unit of Measure Pricing Decomposition (specific cost detail breakouts) PBX/Centrex equipment lease/depreciation and maintenance, software amortization, circuits, integrated voice response, auto Resource Unit Fee (90% to 110% Volumes (per (90% to 110% Contract Year) Volume) Resource Unit Re	cumulative use	Depreciation Time Period (in Years)
Reference/Service Framework Component ** Unit of Measure Pricing Decomposition (specific cost detail breakouts) PBX/Centrex equipment lease/depreciation and maintenance, software amortization, circuits, integrated voice response, auto	(Specific measurement on last day of month or cumulative use during month)	
Reference/Service Framework Resource Unit Resource Unit Reference/Service Framework Component ** Unit of Measure Pricing Decomposition (specific cost detail breakouts) Pricing Decomposition (specific cost detail breakouts) Decomposition (specific cost detail breakouts) PBX/Centrex equipment lease/depreciation and maintenance, software amortization, circuits, integrated voice response, auto	last day of month or cumulative use during month)	
Reference/Service Framework Resource Unit Component ** Unit of Measure Pricing Decomposition (specific cost detail breakouts) Pricing Decomposition (specific cost detail breakouts) Decomposition (specific cost det	cumulative use during month)	
Resource Unit Component ** Unit of Measure Pricing Decomposition (specific cost detail breakouts) band) Contract Year) Volume) Resource Unit 80% band) 90% band) 120% band) to 130% band band pBX/Centrex equipment lease/depreciation and maintenance, Active Voice Jack software amortization, circuits, integrated voice response, auto	, ,	Period (in Years)
Active Voice Jack software amortization, circuits, integrated voice response, auto	Specific	
	Specific	
	Specific	
Network Services - Voice Jack - Single-Line Voice Jack - Single-Line Network Services - Voice Services - V		5
PBX/Centrex equipment lease/depreciation and maintenance,		
Active Voice Jack software amortization, circuits, integrated voice response, auto		
Network Services - Voice Services - Voice Services - Fixed monthly fee attendance, automated call distribution, 4-1-1 operator services, Voice Jack - Multi-Line Section 5.6 Voice per unit and maintenance, trunk lines, IMARs \$ 47.74 153404 7,324,044 B2 \$ 52.52 \$ 51.32 \$ 47.27 \$ 46.79	Specific	5
Voice Jack - Multi-Line Section 3.0 Voice per unit and mannetance, dunk lines, INTARS 5 47,74 133404 1,324,044 B2 3 32.32 5 31.32 5 40.72 6 40	Specific	,
On-Net Calls Section 5.6 Seconds per unit None \$ - N/A N/A N/A N/A N/A N/A	Cumulative	N/A
Network Services - Voice Services - Fixed monthly fee		
Off-Net Local Calls Section 5.6 Seconds per unit None \$ 0.000212 3178742820 673,099 N/A N/A N/A N/A N/A Network Services - Voice Servi	Cumulative	N/A
Off-Net Toll Calls Section 5.6	Cumulative	N/A
Network Services - Voice Services- Fixed monthly fee Fixed monthly fee		
Off-Net Long Distance Calls (California) Section 5.6 Seconds per unit None \$ 0.000635 199785720 126.914 N/A N/A N/A N/A	Cumulative	N/A
Network Services - Voice Services - Voic	Cumulative	N/A
Network Services - Voice Services - Network Services - Voice Services - Fixed monthly fee	Camulative	1973
International Calls Section 5.6 Seconds per unit None \$ 0.002503 16203960 40,550 N/A N/A N/A N/A N/A	Cumulative	N/A
Network Services - Voice Services - Voic	G	NT/A
Toll Free 800 Service (San Diego & Imperial)	Cumulative	N/A
Toll Free 800 Service (California) Section 5.6 Seconds per unit None \$ 0.000866 29207940 25,301 N/A N/A N/A N/A N/A	Cumulative	N/A
Network Services - Voice Services- Fixed monthly fee Fixed monthly fee		
Toll Free 800 Service (U.S) Section 5.6 Seconds per unit None \$ 0.000578 26493840 15.300 N/A N/A N/A N/A N/A N/A	Cumulative	N/A
Casual Use Calling (Collect calls, person to person, remote, operator assistance, 3rd party, Network Services - Voice Services - Fixed monthly fee		
	Cumulative	N/A
Network Services - Voice Services - Fixed monthly fee Fixed monthly fee		
Conference Bridge Calls Section 5.6 Seconds per unit None \$ 0.003080 16382400 50.458 N/A N/A N/A N/A N/A	Cumulative	N/A
Network Services - Voice Service - Voice Services - Voice Service - Voice	Cumulative	N/A
Network Services - Voice Services - Protein Fixed monthly fee	Cumulative	1071
Pay Phones Section 5.6 Phones per unit None \$ 57.75 240 13,860 N/A N/A N/A N/A N/A	Cumulative	N/A
Network Services - Voice Services - Voice Mail Voice Mail Section 5.6 Accounts per unit None \$ 3.70 256217 946.978 N/A N/A N/A N/A N/A	Specific	5
Voice Mail Section 3.0 Accounts per unit None 5 3.70 23021/ 940,978 N/A	Specific	3
Analog jack Section 5.6 Active Analog Jack per unit amortization and maintenance, trunk lines, IMARs \$ 42.61 40097 1,708,493 B2 \$ 46.87 \$ 45.80 \$ 42.18 \$ 41.70	Specific	5
Network Services - Wireless Access Fixed monthly fee Hardware, hardware maintenance, software Hardware, hardware maintenance Hardware Har		
Network Wireless Access Point ServicesSection 5.10 WAP per unit maintenance, IMARs \$ 1,056.69 60 63,402 N/A N/A N/A N/A N/A N/A Network ServicesNew Site Site Type I	Specific	5
Network Services-New Site Site Type I Site Type I Installation Installation Fixed Fee None \$ 721,875.00 1 721,875 N/A N/A	Cumulative	N/A
Network Services-New Site Site Type II		
Site Type II - Installation Installation Section 5.8 Installation Fixed Fee None \$ 360,937.50 1 360,938 N/A N/A N/A N/A N/A	Cumulative	N/A
Network Services-New Site Site Type III Site Type III Installation Installation Installation Fixed Fee None \$ 122,718.75 1 122,719 N/A N/A	Cumulative	N/A
Site Type III - Instantation	Camulative	IVA
Site Type IV - Installation Installation Fixed Fee None \$ 3,609.38 1 3,609 N/A N/A N/A N/A N/A	Cumulative	N/A
Network Services-New Site Site Type V Site Type V - Installation InstallationSection 5.8 Installation Fixed Fee None \$ 1,443.75 1 1,444 N/A	G	N/4
Site Type V - Installation Installation—Section 5.8 Installation Fixed Fee None \$ 1,443.75 1 1,444 N/A	Cumulative	N/A
Site Type VI - Installation	Cumulative	N/A
Data Center Services - Application Fixed monthly fee Hardware depreciation/lease, operating system license, hardware		
Mainframe Servers-Section 6.5 CPU Hour** per unit maintenance \$ 132.75 12614 1.674.488 N/A \$ 140.06 \$ 130.02 \$ 138.8	Cumulative	7
Data Center Services - Application DEC VAX DEC VAX Description Data Center Services - Application Fixed monthly fee Hardware depreciation/lease, operating system license, hardware Dec VAX Servers - Section 6.5 Server per unit maintenance \$ 2,631.03 84 221,007 N/A N	Specific	N/A
Data Center Services - Application Fixed monthly fee Hardware depreciation/lease, operating system license, hardware	1	
VMS Servers - Large ServersSection 6.5 Server per unit maintenance \$ 4,104.93 24 98,518 N/A N/A N/A N/A N/A	Specific	5
Data Center Services - Application VMS Servers - Medium Data Center Services - Application Servers - Section 6.5 Server	Specific	5
VMS Servers - Medium Servers - Section 5. Server per unit mannenance, sortware mannenance 5. 3,1/6.00 12 35,1/9 N/A	эреспи	,
VMS Servers - Small ServersSection 6.5 Server per unit maintenance, software maintenance \$ 1,905.05 12 22,861 N/A N/A N/A N/A N/A	Specific	5
Data Center Services - Application Fixed monthly fee Hardware depreciation/lease, operating system license, hardware	a :c	
AS/400 ServersSection 6.5 Server per unit maintenance, software maintenance \$ 4,158.22 12 49,899 N/A N/A N/A N/A N/A N/A	Specific	N/A

	Schedule 4.3 Cross-				Resource Unit Fee	Baseline	(Resource Unit		Resource Unit	Resource Unit	Resource Unit		Measurement Methodology (Specific measurement on last day of month or	
Resource Unit	Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	(90% to 110% band)	Volumes (per Contract Year)	Fee) x (Baseline Volume)	Bundled Resource Unit	Fee (70% to 80% band)	Fee (80% to 90% band)	Fee (110% to 120% band)	Fee (120% to130% band)	cumulative use during month)	Depreciation Time Period (in Years)
Resource Unit	Component	Ollit of Measure	ritchig	Hardware depreciation/lease, operating system license, hardware	banu)	Contract Tear)	volume)	Resource Unit	80% band)	90% band)	120% band)	(0130% band)	during monui)	renou (m rears)
	Data Center Services -Application		Fixed monthly fee	maintenance, software maintenance. Need processing and storage										
Wintel Application Servers - Large	ServersSection 6.5	Server	per unit	components broken out separately.	\$ 2,235.66	288	643,871	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application		Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance. Need processing and storage										
Wintel Application Servers - Medium	ServersSection 6.5	Server	per unit	components broken out separately.	\$ 1,556.10	564	877,641	N/A	N/A	N/A	N/A	N/A	Specific	5
	Du Con Social Activities		F 1 d.1 6	Hardware depreciation/lease, operating system license, hardware										
Wintel Application Servers - Small	Data Center Services -Application ServersSection 6.5	Server	Fixed monthly fee per unit	maintenance, software maintenance. Need processing and storage components broken out separately.	\$ 1,253.88	1056	1.324.100	N/A	N/A	N/A	N/A	N/A	Specific	5
, , , , , , , , , , , , , , , , , , ,				Hardware depreciation/lease, operating system license, hardware	,									
Wind Andrews Brown Life of Community	Data Center Services -Application ServersSection 6.5	Server	Fixed monthly fee per unit	maintenance, software maintenance. Need processing and storage components broken out separately.	\$ 1,621.24	60	97,274	N/A	N/A	N/A	N/A	N/A	Specific	
Wintel Application Preprod/Test Servers - Larg	ServersSection 6.5	Server	per unit	Hardware depreciation/lease, operating system license, hardware	\$ 1,021.24	00	97,274	N/A	N/A	N/A	N/A	N/A	Specific	3
	Data Center Services -Application		Fixed monthly fee	maintenance, software maintenance. Need processing and storage										
Wintel Application Preprod/Test Servers - Med	ServersSection 6.5	Server	per unit	components broken out separately.	\$ 1,254.18	204	255,852	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application		Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance. Need processing and storage										
Wintel Application Preprod/Test Servers - Sma	ServersSection 6.5	Server	per unit	components broken out separately.	\$ 990.43	600	594,255	N/A	N/A	N/A	N/A	N/A	Specific	5
				Hardware depreciation/lease, operating system license, hardware										
UNIX Servers - Large	Data Center Services -Application ServersSection 6.5	Server	Fixed monthly fee per unit	maintenance, software maintenance. Need processing and storage components broken out separately.	\$ 5,135.33	72	369.744	N/A	N/A	N/A	N/A	N/A	Specific	5
OTTE Servers Emige	Del vers Deciron 6.5	Berver	per unit	Hardware depreciation/lease, operating system license, hardware	5,133.33	,2	303,711	1011	1011	1011	1071	11/11	Specific	
	Data Center Services - Application	_	Fixed monthly fee	maintenance, software maintenance. Need processing and storage										_
UNIX Servers - Medium	ServersSection 6.5	Server	per unit	components broken out separately. Hardware depreciation/lease, operating system license, hardware	\$ 3,216.65	120	385,998	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application		Fixed monthly fee	maintenance, software maintenance. Need processing and storage										
UNIX Servers - Small	ServersSection 6.5	Server	per unit	components broken out separately.	\$ 2,131.42	168	358,079	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application		Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance. Need processing and storage										
UNIX Servers Preprod/Test - Large	ServersSection 6.5	Server	per unit	components broken out separately.	\$ 5,686.95	12	68,243	N/A	N/A	N/A	N/A	N/A	Specific	5
, , , , , , , , , , , , , , , , , , , ,				Hardware depreciation/lease, operating system license, hardware										
LININ C D I/T M. J	Data Center Services -Application ServersSection 6.5		Fixed monthly fee	maintenance, software maintenance. Need processing and storage	\$ 2,259.03	168	379.517	NI/A	N/A	N/A	N/A	N/A	Specific	5
UNIX Servers Preprod/Test - Medium	ServersSection 6.5	Server	per unit	components broken out separately. Hardware depreciation/lease, operating system license, hardware	\$ 2,259.05	108	3/9,51/	N/A	N/A	N/A	N/A	N/A	Specific	3
	Data Center Services -Application		Fixed monthly fee	maintenance, software maintenance. Need processing and storage										
UNIX Servers Preprod/Test - Small	ServersSection 6.5	Server	per unit	components broken out separately.	\$ 1,293.36	96	124,163	N/A	N/A	N/A	N/A	N/A	Specific	5
E10K	Data Center Services -Application ServersSection 6.5	Server	Fixed monthly fee per unit	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance	\$ 20.846.28	12	250,155	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services - E-Mail		Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware			200,100							-
E-Mail Services	ServicesSection 6.7	Account	per unit	maintenance, software maintenance	\$ 10.35	185832	1,923,361	N/A	\$ 10.35	\$ 10.35	\$ 10.35	\$ 10.35	Specific	5
DASD (Mainframe) Storage	Data Center Services - Storage ServicesSection 6.8	Installed Gigabytes	Fixed monthly fee per unit	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance	\$ 6.73	13286	89,473	N/A	N/A	N/A	N/A	N/A	Specific	7
DASD (Manifianie) Storage	Data Center Services - Storage	полиней Отдиоутел	Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware	0.73	13200	05,175	1011	11/11	1011	11/11	1011	•	· ·
DASD (DEC VAX) Storage	ServicesSection 6.8	Installed Gigabytes	per unit	maintenance, software maintenance	\$ 0.243	17134	4,162	N/A	N/A	N/A	N/A	N/A	Specific	N/A
DASD (AS/400) Storage	Data Center Services - Storage ServicesSection 6.8	Installed Gigabytes	Fixed monthly fee per unit	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance	\$ 0,695	1920	1,334	N/A	N/A	N/A	N/A	N/A	Specific	N/A
DADD (AS/400) Storage	Data Center Services - Storage	Instance Organytes	Fixed monthly fee	Hardware, operating system license, hardware maintenance,	0.073	1,20	1,551	1071	17/11	1011	1771	1011	Specific	1011
DASD (WINTEL) Storage	ServicesSection 6.8	Installed Gigabytes	per unit	software maintenance	\$ 4.29	144000	617,760	N/A	N/A	N/A	N/A	N/A	Specific	N/A
DASD (Unix) Storage	Data Center Services - Storage ServicesSection 6.8	Installed Gigabytes	Fixed monthly fee per unit	Hardware, operating system license, hardware maintenance, software maintenance	\$ 4.92	192000	944.064	N/A	N/A	N/A	N/A	N/A	Specific	N/A
DA3D (Ulik) Storage	Data Center Services - Storage	Instance Organytes	Fixed monthly fee	Hardware, operating system license, hardware maintenance,	4.72	172000	744,004	IVA	10/14	10/1	10/14	IVA	Specific	10/14
DASD (VMS Server) Storage	Services-Section 6.8	Installed Gigabytes	per unit	software maintenance	\$ 4.28	10866	46,496	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Installed Level 1 Storage	Data Center Services - Storage ServicesSection 6.8	Installed Gigabyte	Fixed monthly fee per unit	Hardware, operating system license, hardware maintenance, software maintenance	\$ 4.38	240000	1,051,200	N/A	N/A	N/A	N/A	N/A	Specific	7
instance Level 1 Storage	Data Center Services - Storage	mstaneu Gigadyte	Fixed monthly fee	Hardware, operating system license, hardware maintenance,	9 4.36	240000	1,031,200	11/71	19/74	11/71	11/71	IV/A	эрсени	,
Installed Level 2 Storage	ServicesSection 6.8	Installed Gigabyte	per unit	software maintenance	\$ 4.08	480000	1,958,400		N/A	N/A	N/A	N/A	Specific	7
	Data Center Services - Managed Print ServicesSection 6.9	1,000 images	Fixed monthly fee	None	\$ 42.42	33826	1,434,764	N/A	\$ 42.42	\$ 42.42	\$ 42.42	\$ 42.42	Cumulative	N/A
Print per 1,000 images (Paper)	ServicesSection 6.9 Data Center Services - Managed Print	1,000 images	per unit Fixed monthly fee	Note	9 42.42	33620	1,454,/64	IN/A	g 42.42	a 42.42	φ 42.42	φ 42.42	Cumulative	IN/A
Microfiche Originals	ServicesSection 6.9	Сору	per unit	None	\$ 0.803	195197	156,743	N/A	\$ 0.803	\$ 0.803	\$ 0.803	\$ 0.803	Cumulative	N/A
	Data Center Services - Managed Print	Comm	Fixed monthly fee	None	\$ 0.077	491739	37,864	NI/A	\$ 0.077	\$ 0.077	\$ 0.077	\$ 0.077	Committee	NI/A
Microfiche Duplicates	ServicesSection 6.9	Сору	per unit	None By Service Framework - Help Desk Services, Application	\$ 0.077	491/39	5/,864	N/A	\$ 0.077	\$ 0.077	\$ 0.077	\$ 0.077	Cumulative	N/A
	Cross Functional Services - Security		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										
Security Management	Management ServicesSection 7.3	Month	per unit	Services	\$ 45,762.07	12	549,145	N/A	N/A	N/A	N/A	N/A	Specific	N/A

													Measurement Methodology (Specific measurement on	
	Schedule 4.3 Cross- Reference/Service Framework				Resource Unit Fee (90% to 110%	Baseline Volumes (per	(Resource Unit Fee) x (Baseline	Bundled	Resource Unit Fee (70% to	Resource Unit Fee (80% to	Resource Unit Fee (110% to	Fee (120%	last day of month or cumulative use	Depreciation Time
Resource Unit	Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	band)	Contract Year)	Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Period (in Years)
	Cross Functional Services - Billing		Fixed monthly fee	By Service Framework - Help Desk Services, Application Services, Desktop Services, Network Services, Data Center										
Billing Management	Management Services - Section 7.4	Month	per unit	Services	\$ 54,373.96	12	652,488	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	_			By Service Framework - Help Desk Services, Application										
	Cross Functional Services - Asset		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										
Asset Management	Management ServicesSection 7.5	Month	per unit	Services	\$ 103,903.12	12	1,246,837	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Contract		Fixed monthly fee	By Service Framework - Help Desk Services, Application Services, Desktop Services, Network Services, Data Center										
Contract Management	Management ServicesSection 7.6	Month	per unit	Services	\$ 170,573.25	12	2,046,879	N/A	N/A	N/A	N/A	N/A	Specific	N/A
-				By Service Framework - Help Desk Services, Application										
	Cross Functional Services - Reporting		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										
Reporting Services	ServicesSection 7.7	Month	per unit	Services By Service Framework - Help Desk Services, Application	\$ 54,279.52	12	651,354	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Disaster		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										
Disaster Recovery	Recovery ServicesSection 7.8	Month	per unit	Services	\$ 21,541.59	12	258,499	N/A	N/A	N/A	N/A	N/A	Specific	N/A
				By Service Framework - Help Desk Services, Application	1									
	Cross Functional Services- Workflow		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										
Workflow Services	ServicesSection 7.9	Month	per unit	Services	\$ 12,984.11	12	155,809	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services- Capacity			By Service Framework - Help Desk Services, Application										
	and Performance Management		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										
Capacity and Performance Management	ServicesSection 7.10	Month	per unit	Services	\$ 34,117.01	12	409,404	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services -			By Service Framework - Help Desk Services, Application										
Confirmation Management	Configuration Management Services- Section 7.11	Month	Fixed monthly fee per unit	Services, Desktop Services, Network Services, Data Center Services	\$ 20,418.20	12	245.018	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Configuration Management	Section 7.11	Month	per unit	By Service Framework - Help Desk Services, Application	\$ 20,418.20	12	243,018	IN/A	IN/A	IN/A	IN/A	IN/A	Specific	IN/A
	Cross Functional Services - Account		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										
Account Management	Management Services-Section 7.12	Month	per unit	Services	\$ 28,962.76	12	347,553	N/A	N/A	N/A	N/A	N/A	Specific	N/A
				By Service Framework - Help Desk Services, Application										
D :	Cross Functional Services - Project	34	Fixed monthly fee	Services, Desktop Services, Network Services, Data Center Services	\$ 90,302.21	12	1,083,626	NI/A	37/4	NT/A	N1/4	27/4	C	NI/A
Project Management	Management ServicesSection 7.13	Month	per unit	By Services Framework - Help Desk Services, Application	\$ 90,302.21	12	1,083,020	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Quality		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										
Quality Assurance	Assurance ServicesSection 7.14	Month	per unit	Services	\$ 51,022.81	12	612,274	N/A	N/A	N/A	N/A	N/A	Specific	N/A
MASL Special Requirements - Registrar of Vote	Minimum Acceptable Service Levels - Special RequirementsSection 8.5	Month	Fixed monthly fee	None	\$ 14,073.43	10	140.734	N/A	N/A	N/A	N/A	N/A	Specific	N/A
MASL Special Requirements - Registrar of Vote	Special RequirementsSection 8.5	Month	per unit	None	\$ 14,073.43	10	140,734	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Minimum Acceptable Service Levels		Fixed monthly fee											
MASL Special Requirements - HHSA	Special RequirementsSection 8.5	Month	per unit	None	\$ 924.00	12	11,088	N/A	N/A	N/A	N/A	N/A	Specific	N/A
					1]
MASL Special Requirements - OES	Minimum Acceptable Service Levels - Special RequirementsSection 8.5	Day	Fixed daily fee per unit	None	\$ 527.20	15	7,908	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
MASE Special Requirements - OES	Special RequirementsSection 8.5	Day	unit	Ivone	g 321.20	13	7,908	IV/A	IV/A	IV/A	IV/A	IV/A	Cumulative	IN/A
	Minimum Acceptable Service Levels		Fixed daily fee per											
MASL Special Requirements - Tax Collector	Special RequirementsSection 8.5	Day	unit	None	\$ 503.97	90	45,357	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
MASL Special Requirements - Public Administr	Minimum Acceptable Service Levels - Special RequirementsSection 8.5	Day	Fixed daily fee per unit	None	\$ 521.39	8	4,171	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
MASE Special Requirements - Fubric Administra	Special RequirementsSection 8.5	Day	unit	None	\$ 321.39		4,171	IN/A	IN/A	IN/A	IN/A	IN/A	Cumulative	IN/A
	Minimum Acceptable Service Levels		Fixed monthly fee		1									
MASL Special Requirements - Assessor	Special RequirementsSection 8.5	Month	per unit	None	\$ 2,100.00	4	8,400	N/A	N/A	N/A	N/A	N/A	Specific	N/A
					1									
MACI Cassial Descriptorate Trac	Minimum Acceptable Service Levels	Month	Fixed monthly fee	None	\$ 315.00	12	3.780	NI/A	N/A	NI/A	NI/A	N/A	Specific	NI/A
MASL Special Requirements - Treasurer	Special RequirementsSection 8.5	MOHIII	per unit	None	9 313.00	12	3,780	N/A	IV/A	N/A	N/A	IV/A	Specific	N/A
	Minimum Acceptable Service Levels		Fixed monthly fee		1									
MASL Special Requirements - Public Works	Special RequirementsSection 8.5	Month	per unit	None	\$ 708.75	12	8,505	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services -				1									
Transition ServicesHelp Desk Services	Transition ServicesSection 7.15	Milestone	Fixed fee per unit	N/A	+	1	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Transition ServicesApplications Services	Cross Functional Services - Transition ServicesSection 7.15	Milestone	Fixed fee per unit	N/A	1	1	n	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Transition Services—Applications Services	Cross Functional Services -	Minestone	cu ice pei unit	F. 7/4.A	1	1	0	11/11	11/23	4.17.4.1	1971	4.073		1971
Transition ServicesDesktop Services	Transition ServicesSection 7.15	Milestone	Fixed fee per unit	N/A	<u> </u>	1	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
-														

	Schedule 4.3 Cross- Reference/Service Framework Component **	H. C. C.	Pricing			Resource Unit Fee (90% to 110%	Volumes (per	(Resource Unit Fee) x (Baseline	Bundled Resource Unit	Fee (70% to		Fee (110% to	Resource Unit Fee (120%		Depreciation Time Period (in Years)
Resource Unit		Unit of Measure	Pricing		Decomposition (specific cost detail breakouts)	band)	Contract Year)	Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Period (in Years)
	Cross Functional Services -														
Transition ServicesNetwork Services	Transition ServicesSection 7.15	Milestone	Fixed fee per unit	N/A			1	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Cross Functional Services -														
Transition ServicesData Center	Transition ServicesSection 7.15	Milestone	Fixed fee per unit	N/A			1	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Value Added Services				N/A					N/A	N/A	N/A	N/A	N/A	N/A	N/A

^{**}Note: Column B (Schedule 4.3 Reference/Component) includes the Section reference for the specific requirements for this particular Resource Unit but it still includes all general requirements applicable to such Resource Unit in the higher levels of the obligations hierarchy as described in Section 1.3.8 of Schedule 4.3. For example, the Resource Unit for Standard PC includes not only the responsibilities as stated in Section 4.4 of the Desktop Services Section of Schedule 4.3, but also the responsibilities in Sections 4.1 through 4.3 of the Desktop Services Section, as well as the responsibilities and requirements in Section 1 of Schedule 4.3.

^{***}Note: The mainframe resource unit volumes are based on the R24 CPUs